



## Summer Camp Group Policy

### OVERVIEW

The goal of the annual Youth Ride Free program is to give young riders who are 18 years old and under, a positive exposure to transit services. The Group Policy creates communication between operators and youth programs to allow buses to successfully accommodate all riders' needs. The Group Policy provides solutions to:

- Long boarding times (causing delayed trips and difficulty to meet important transfer points)
- Overcrowding and standees onboard the buses
- Lack of seating for all riders and occasional inability to accommodate all riders
- Additional noise and crowding, that have led to some customer complaints

The Group Policy addresses these issues by specifying group sizes and educating participants in behavior etiquette.

### GROUP SIZE

A "group" is defined as **ten or more** passengers traveling together from one origin to one destination. Please note that attempts to get around group sizes by boarding at 2 different stops will not be accepted. RTA routes (RTA & Paso Express) will accept up to **15 free passengers** (including 2 chaperones). SLO Transit (SLO), Morro Bay Transit (MB), and South County Transit (SCT) will accept up to **10 free passengers** (including 2 chaperones). If your ridership numbers exceed the size limits please inform the transit provider using the contact information on the following page.

PROVIDER:	SCT	RTA/Paso	SLO	MB
<b>Dates</b>	June 11 – August 17		June 10- Aug. 28	June 11 – Aug. 14
<b>Size Limit</b>	No more than 25	20		10
<b>Free group</b> (first riders free)	10	15	10	10
<b>Fare</b>	Varies by distance		\$24 for 16-ride card	On Trolley and Call- A-Ride
<b>Chaperones</b>	Pay when more than 2.			

### ADVANCE NOTICE

To ease communication and manage passenger loads, we ask that groups give advance notice in these possible ways:

- Summer Camps provide transportation plans in writing to transit agencies by **5/31/22**. Plans must include origin, destination, travel times, transit operator(s) to be used and estimated of number of individuals traveling in the group. This is done by turning in the Group Trip Form to each agency. Group leaders should also notify the transit agency if they plan to make changes to their calendar by submitting a revised plan.
- Call the operator you have planned your trip with **1 hour** prior to boarding the bus to confirm your group size, location and pick up times.

## **CONTACT INFORMATION FOR ALL OPERATORS:**

- **RTA/SCT/Paso:** (805) 541-2228
- **SLO Transit:** (805) 541-2877
- **Morro Bay Transit:** (805) 772-2744 *between 8:00-10:00 AM*

## **TRAINING**

Rideshare and all transit providers ask groups planning to use the Youth Ride Free program to attend two (2) travel/trip planning trainings – one for their staff and another for youth participants to ensure successful participation in the program. Training will cover key actions: *Bus etiquette* such as letting seniors/persons with disabilities have a seat off the passageway and at the front of the bus, how to signal a bus when waiting at a stop, how/when to notify the driver of the plan to get off the bus, how to use fare media, boarding and exiting and how/when to ask the driver destination questions, etc. (this is something they can ask for/ 'a service we are happy to provide' but we don't actually require it, much less require 2 trainings.

*Contact Mallory Jenkins, Rideshare Program Manager, with questions at  
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